Dedicated to People Flow™

KONE

KONE Care™ Door Maintenance

KONE Modular based Maintenance™ (MBM)

KONE's established Modular Based Maintenance (MBM) is an audited and approved standards based service programme. The level of maintenance KONE provide is based on the specific requirements of your particular equipment type and a detailed specification relating to its manufacture, operating environment, legislation and the anticipated daily use. During the maintenance cycle specialist KONE field engineers who are specifically trained and dedicated to doors will undertake modules which can cover all of the following products.

Equipment Covered

Sliding door
Sliding gate
Hermetic sealing door
Boom/barrier
Stacking door
Industrial door
Balance door
Garage door
Swing gate
Roller shutter
Road blocker
Fire door
Automatic Swing door
Curved sliding door
Turnstyle
Full Impact door
Parking blocker
Manual door
Sectional door
Intercom/Access Control
Revolving door
Anti-panic door
Tilting door
Folding door
Dock shelter
Smoke curtain

KONE Care™ Standard

- KONE Modular Based Maintenance™
- Inspection Service
- KONE Customer Care Centre™
- Inspection Report

Services Include:

- KONE Modular Based Maintenance™ ensures equipment's life time performance and safety. It decreases equipment downtime.
- Provides compliance with BS7036 and LPS 1197 norms.
- Access to the 24 hour UK based KONE Customer Care Centre.
- Customer has access to Callout Service and Service Repair, which are invoiced seperately.

Equipment Availability

To ensure your equipment is fixed in the quickest possible time, KONE engineers:

1. Carry prescribed spares as van stock in accordance with equipment on round to enable first time fix.

2. Have access to local preferred suppliers for off the shelf parts.

3. Have access to UK storage facility which stocks over 400 (£350K) critical door spares available for same day delivery.

4. Are supported by our Global Spares Supply, located in Germany, with over 3000 items available for next day delivery.

KONE Care™ Plus

- Callout Service - partial coverage
- Service Repair- partial coverage

- KONE Modular Based Maintenance™
- Inspection Service
- KONE Customer Care Centre™
- Inspection Report

Services Include:

- Includes first two hours of callout labour.
- KONE Modular Based Maintenance™ ensures equipment's life time performance and safety. It decreases equipment downtime.
- Provides compliance with BS7036 and LPS 1197 norms.
- Access to the 24 hour UK based KONE Customer Care Centre.

Parts Include

First £100 of parts required.

UK Service Engineers & KONE Field Mobility

Added benefits include the ability to maintain all makes & models of equipment – (over 90% of UK service doors portfolio is 3rd Party equipment).

Second to none UK based training facility with fully functional autodoors and numerous test rigs.

Full use of KONE's global technical knowledge base.

Over 20 specific training courses available to KONE Engineers.

Fast, accurate equipment diagnosis and quick access to spare parts through KONE Field Mobility ™ (KFM).

KONE engineers use cutting edge KFM mobile technology to deliver:
Maintenance visits
Callouts
Safety alerts
Emergency repairs

KONE Care™ Premium

- Callout Service-full coverage
- Service Repair- full coverage
- Enhanced callout response

- Callout Service - partial coverage
- Service Repair- partial coverage

- KONE Modular Based Maintenance™
- Inspection Service
- KONE Customer Care Centre™
- Inspection Report

Services Include:

- Includes full coverage of callout labour.
- KONE Modular Based Maintenance™ ensures equipment's life time performance and safety. It decreases equipment downtime.
- Provides compliance with BS7036 and LPS 1197 norms.
- Access to the 24 hour UK based KONE Customer Care Centre.

Parts Include

Fully comprehensive.

At a Glance...

Doors Services	Standard	Plus	Premium
KONE Customer Care Centre	✔	✔	✔
Point of Work Risk Assessment	✔	✔	✔
KONE Modular Based Maintenance	✔	✔	✔
KONE Email Notification Service	✔	✔	✔
"Out of Hours Maintenance" Option	O	O	O
Callout Out Attendance	✔	✔	✔
Same Day Emergency Call Out	✔	✔	✔
Enhanced Response Emergency Call Out	x	x	O
Callout Labour	£	2 HOURS	✔
Repairs & Replacement of Parts	£	£100	✔

O Optional at additional cost
£ Billable

KONE Customer Care Centre

KONE's UK based Customer Care Centre™ ensures 24/7 support for the customer and end user. KONE has a systematic process to follow through service requests from receiving the call, to dispatching a technician, to successful resolution of the request.

KONE One Stop Shop

KONE also offer maintenance contracts for Lifts, Escalators, Access Equipment and Loading Bays. KONE cover all types of equipment from Dock Leveller/Scissor lifts to all passenger/goods carrying lifts. Find out more at www.kone.co.uk.

KONE provides innovative and eco-efficient solutions for elevators, escalators, doors, loading bays and access. We support our customers every step of the way; from design, manufacturing and installation to maintenance and modernisation. KONE is a global leader in helping our customers manage the smooth flow of people and goods throughout their buildings.

Our commitment to customers is present in all KONE solutions. This makes us a reliable partner throughout the life-cycle of the building. We challenge the conventional wisdom of the industry. We are fast, flexible, and we have a well-deserved reputation as a technology leader, with such innovations as KONE UniDrive™, KONE MonoSpace®, KONE MaxiSpace™, and KONE InnoTrack™. You can experience these innovations in architectural landmarks such as 30 St Mary Axe and Broadgate and 201 Bishopsgate buildings, BAA Terminal 5, Emirates Stadium, Brunel University, Citigroup, Jubilee Line and St. Georges Wharf.

KONE employs approximately 35,000 dedicated experts to serve you globally and locally in 50 countries.

KONE plc

Head Office

KONE plc, Global House, Station Place, Chertsey, Surrey, KT16 9HW
sales.marketinguk@kone.com

Regional Offices

KONE plc, Unit 6, Elmwood, Chineham Business Park, Basingstoke, Hampshire, RG24 8WG

KONE plc, 2425 Regents Court, The Crescent, Birmingham Business Park, Solihull, B37 7YE

KONE plc, Suite G7/G4, Duart House, Finch Way, Strathclyde Business Park, Bellshill, ML4 3PR

KONE plc, Worth Bridge Road, Keighley, West Yorkshire, BD21 4YA

KONE plc, 34 Bedford Road, Clapham, London, SW4 7HJ

KONE plc, 1000 Birchwood Boulevard, Birchwood, Warrington, Cheshire, WA3 7QL

General Enquiries

Tel: 0845 1 999 999
www.kone.co.uk

The paper used in this publication is 80% recycled and exceeds the strict environmental standards laid down by the Forest Stewardship Council (FSC).

This publication is for general informational purposes only and we reserve the right at any time to alter the product design and specifications. No statement contained in this publication shall be construed as a warranty or condition, express or implied, as to any product, its fitness for any particular purpose, merchantability, quality or shall be interpreted as a term or condition of any purchase agreement for the products or services contained in this publication. KONE, Dedicated to People Flow™, KONE Modular Based Based Maintenance™, KONE Voice Link™, KONE Data Link™, KONE eOptimum™, KONE Care™, are trademarks or registered trademarks of KONE Corporation. Copyright © 2010 KONE Corporation.